

58 Hendricks CAMA 32CAMA01 Nancy 1

SALES AGREEMENT

Parties to this Sales Agreement ("Agreement") are:

Plexis Group, L.L.C. (Plexis), 8136 Castleton Road Indianapolis, IN 46250 and Hendricks County, Indiana (Customer).

WHEREAS, the Customer agrees to purchase and Plexis agrees to provide and/or sell products and services listed in support of computer software applications as set forth in the following attachments, which are hereby incorporated by reference:

- [x] Software Sublicense Addendum
- [x] Software Support Addendum

NOW THEREFORE, for and in consideration of the mutual covenants hereinafter contained, IT IS HEREBY AGREED as follows:

ARTICLE 1
Products and Services

- 1.1 Plexis shall receive as compensation from the Customer, and Customer shall pay to Plexis, charges for Products and Services covered under this Agreement as specified below:

PRODUCT DESCRIPTION PRICE

County Property Tax Applications:

Pontem ecama™ Property Tax Software – Fourteen (14) user License

\$ 4,800 \$ 67,200

OTHER PRODUCTS AND ACCESSORIES

\$ \$

PROFESSIONAL SERVICES

Annual Support Fee

Pontem ecama™ \$ 23,520

Data Migration - County Tax Systems

Professional services including the following:

- 1). Data migration services – To be completed by Others \$ 5,000 (paid directly to third party)
- 2). Review of data integrity issues \$ 5,000

Installation/Training & Implementation

Network Installation - network installation of ecama™ applications \$ 5,000

Application Software Training & Implementation - One (1) year period \$ 5,000

Includes all professional services, per diem costs, travel time and expenses for training required for a successful implementation. Training is limited to 40 hours, with a maximum class size of 8 people.

GRAND TOTAL \$110,720

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- 1.2 Payment terms for the Products listed in Section 1.1 shall be as follows:

\$ 25% of total costs due upon execution of Sales Agreement
\$ 75% due upon final acceptance (no later than December 15, 2001)

Professional Services - Net 30 days of invoice as charged per attached Software Support Addendum

- 1.3 Acceptance: Customer shall be deemed to have accepted the Licensed Software thirty (30) days after delivery unless Customer notifies Plexis in writing of any defect within such thirty (30) day period; in which case acceptance shall be 15 days after Customer's receipt of corrected defects.
- 1.4 Plexis may in its discretion charge Customer interest on any late payments at the rate of 1.5% or the maximum rate allowed by law, and for all costs on collection of late payments, including, but not limited to, legal fees and court costs.

ARTICLE 2

Obligations and Responsibilities of the Parties

The responsibilities of the parties are as follows:

- 2.1 SOFTWARE PROGRAMS. Plexis shall provide software programs as specified in Article 1.1 above (the "Licensed Software"). All Licensed Software shall be governed by the SOFTWARE SUBLICENSE ADDENDUM, attached hereto and made a part hereof.
- 2.2 NETWORKING. Customer's Responsibilities
1. Customer shall install said Licensed Software on networked personal computers within the Customer building at the address specified on the signature page to this Sales Agreement for the number of users specified in Section 1.1, in accordance with the terms and condition of the Software License Addendum. Additional user licenses shall be available at a cost equal to published price at the time of purchase.
 2. Customer shall install the software on the Microsoft NT 4.0 operating system, or other network operating system recommended by Plexis or the vendor of the Licensed Software.
 3. Except as may otherwise be provided in Exhibit A, Customer shall obtain all hardware, software, network equipment, and other equipment or services necessary to access and use the Services.
 4. Customer shall be responsible for maintaining the confidentiality of all passwords and account designations used to access the Services and shall notify Plexis promptly upon becoming aware of any unauthorized use of its accounts or passwords or other breach of security of which it becomes aware. Customer and its officers, employees, agents, and independent contractors shall use the Services solely for purposes internal to Customer in the ordinary course of Customer's business.
 5. Customer is responsible for maintaining backup computer systems and network connections for its systems, and shall maintain a complete backup of all of its data and software.
- 2.3 DATA MIGRATION. Data migration services for current data related to the Licensed Software specified in Article 1 above will be provided by a third party as mutually agreed upon by Customer and Plexis. It is the responsibility

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of the Customer to secure its existing data in the format required by the Licensed Software. The data is to be provided on standard, DOS compatible diskettes with a documented file structure. Plexis will assist the Customer in providing and reviewing the technical information required. Actual data processing shall be conducted on-site at Customer offices, unless otherwise recommended by Plexis. All programming services provided by Plexis under this Agreement are defined in the Software Support Addendum.

- 2.4 SERVICES and SUPPORT. Plexis shall provide software services and support under the terms and conditions of the attached Software Support Addendum.
- 2.5 DELAY OR FAILURE TO PERFORM. Plexis shall be excused for delay or failure to perform. Plexis's obligation hereunder for causes beyond its control including, but not limited to, fire, storm, flood, earthquake, explosion, accident, illness, acts of a public enemy, war, rebellion, riot, sabotage, transportation delays, failure of supplier to make deliveries, labor disputes, acts of God, acts of federal, state or local governments or any agency thereof, and judicial action.
- 2.6 TERMINATION. This Agreement shall remain in full force and effect as long as Plexis is providing Products or Services to Customer. Plexis shall have the right to terminate this Agreement and any Addenda hereto in the event the occurrence of any one of the following is not remedied by Customer within thirty (30) days of receipt of written notice thereof.
1. CUSTOMER has not made financial arrangements satisfactory to Plexis for the purchase of the Products or Services specified in Section 1.1, or
 2. CUSTOMER neglects or fails to perform or observe any of its existing or future obligations hereunder, including without limiting the generality thereof, the timely payment of any sums due to Plexis, or
 3. If any assignment is made of Customer's business for the benefit of creditors, or if a petition in bankruptcy is filed by or against CUSTOMER, or if a receiver, trustee in bankruptcy or similar officer is appointed to take charge of all or part of its property or if CUSTOMER is adjudicated as bankrupt.

Termination of this Agreement shall not affect CUSTOMER'S pre-termination obligations and any such termination is without prejudice to the enforcement of any undischarged obligations existing at the time of termination.

- 2.7 LIABILITY. PLEXIS SHALL NOT BE LIABLE FOR ANY LOSS, DAMAGE OR CLAIM RESULTING FROM ANY OF THE PRODUCTS OR SERVICES IDENTIFIED IN SECTION 1.1, REGARDLESS OF THE FORM OF ACTION, EXCEPT FOR LOSS OR DAMAGE CAUSED SOLELY BY THE NEGLIGENCE OF PLEXIS. IN NO EVENT SHALL PLEXIS BE LIABLE FOR (1) ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGE; (2) ANY DAMAGES RESULTING FROM LOSS OF USE, DATA OR PROFITS; OR (3) ANY CLAIM, WHETHER IN CONTRACT OR TORT, THAT AROSE MORE THAN ONE YEAR PRIOR TO THE INSTITUTION OF SUIT THEREON. CUSTOMER SHALL INDEMNIFY AND HOLD PLEXIS HARMLESS FROM ANY LOSS, CLAIM OR DAMAGE TO PERSONS OR PROPERTY ARISING OUT OF CUSTOMER'S FAILURE TO COMPLY WITH THE TERMS OF THIS AGREEMENT OR CUSTOMER'S USE OR POSSESSION OF THE PRODUCTS AND SERVICES, PROVIDED THAT SUCH LOSS, CLAIM OR DAMAGE WAS NOT CAUSED SOLELY BY PLEXIS. PLEXIS SHALL INDEMNIFY, HOLD HARMLESS AND DEFEND CUSTOMER FROM ANY AND ALL LIABILITY OR LOSS RESULTING FROM ANY SUITS, CLAIMS OR ACTIONS BROUGHT AGAINST CUSTOMER WHICH RESULT DIRECTLY OR INDIRECTLY FROM WRONGFUL OR NEGLIGENT ACTIONS OF PLEXIS IN THE PERFORMANCE OF THIS AGREEMENT. THESE INDEMNIFICATION PROVISIONS SURVIVE THE TERMINATION OF THIS AGREEMENT. CUSTOMER'S REMEDIES AGAINST PLEXIS SHALL BE LIMITED TO REPLACEMENT OR REPAIR OF ANY DEFECTIVE PRODUCTS OR SERVICES, OR AT THE

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DISCRETION OF PLEXIS, A REFUND OF THE PRORATED PORTION OF THE SUMS PAID BY CUSTOMER TO PLEXIS IN THE PREVIOUS TWELVE (12) MONTHS FOR THE DEFECTIVE PRODUCTS OR SERVICES

2.8 INTELLECTUAL PROPERTY AND CONFIDENTIAL INFORMATION

1. "Intellectual Property" means (i) any idea, design, concept, technique, invention, discovery or improvement conceived or reduced to practice by Plexis in the course of performing the Services, regardless of patentability, but including patents, patent applications, trade secrets, and know-how; (ii) any works of authorship created by Plexis in the course of performing its obligations under this Agreement including, but not limited to any computer programs, documentation and web pages, whether in tangible or electronic form, regardless of copyrightability, but including copyrights and any moral rights recognized by law; (iii) any name, trade name, trademark or service marks used to identify Plexis as the source of a product or service; and (iv) any other similar rights, in each case on a worldwide basis.

2. All Intellectual Property and legal rights contained therein are and shall remain in Plexis, including but not limited to all title and ownership rights as well as all rights under patent, trademark, copyright and trade secret law. To the extent that any copyrightable Intellectual Property is not considered a "work made for hire" under the Copyright Laws, Customer hereby assigns, transfers, and conveys to Plexis all rights, title and interests in and to such copyrightable Intellectual Property and the copyrights therein. Customer shall take all actions reasonably necessary to protect the Intellectual Property from unauthorized use, access or copying. Customer shall not perform any action or utilize the Intellectual Property in any way for reverse engineering of the computer programs, algorithms, techniques, processes, methods, know-how or other related technology underlying or included in the Intellectual Property. Customer shall notify Plexis promptly on becoming aware of any unauthorized use of any part of the Intellectual Property.

3. "Confidential Information" means the terms of this Agreement, the Intellectual Property, and all other confidential information disclosed by either party (the "Disclosing Party") to the other party (the "Receiving Party"), in writing, by tangible media, orally or by inspection or demonstration, which, if in writing or other tangible form, is marked as "Confidential" or a similar designation or is acknowledged by the parties in this Agreement or other writing to constitute the Disclosing Party's confidential information. Each party agrees (i) not to use or disclose to any third party the Confidential Information disclosed to it by the Disclosing Party for any purpose other than as contemplated by this Agreement, and (ii) to protect the secrecy of and avoid unauthorized use and disclosure of the Disclosing Party's Confidential Information, including without limitation, using at least the same degree of care it uses to protect its own Confidential Information. Upon termination of this Agreement for whatever reason, or upon the request of the Disclosing Party, the Receiving Party will promptly deliver to the Disclosing Party all notes, drawings, memoranda, correspondence, documents, records, notebooks, printouts, disks, programs, electronic or magnetic storage media, and similar repositories of Confidential Information of the Disclosing Party, including all copies thereof, then in the Receiving Party's possession or under its control, and, upon the request of the Disclosing Party, certify in writing that such has been done.

2.9 NON-SOLICITATION

For the duration of this Agreement and for the period of one (1) year following termination hereof, Customer shall not, directly or indirectly, recruit or attempt to recruit any employee or agent of Plexis or otherwise initiate any offer or promise of employment with any employee or agent of Plexis without the prior written consent of Plexis. If permission is granted by Plexis to Customer and an employee or agent of Plexis is employed by Customer any time prior to the termination of this Agreement or the one (1) year period thereafter, then Customer shall pay a fee to Plexis in the amount of one (1) times the annual salary of such employee or agent for the year in which such employee or agent is employed by Customer.

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2.10 MISCELLANEOUS

1. **ASSIGNMENT:** This Agreement is not assignable by CUSTOMER without the prior written consent of Plexis. Any such attempted assignment shall be void.
2. **NOTICE:** All notices which CUSTOMER or Plexis may have cause to give to the other shall be delivered in writing, effective as of the time of sending, and effective if sent to the last known address of the party to whom it is directed.
3. **APPLICABLE LAW AND FORUM:** This Agreement shall be governed by the laws of the State of Indiana. Plexis and Customer hereby consent to exclusive personal jurisdiction and venue in the state or federal courts of Marion County, Indiana, and waive the right to object to such jurisdiction and venue.
4. **SEVERABILITY:** If any provision of this Agreement is held to be void or unenforceable by the courts in connection with litigation over this Agreement, the validity of the remaining provisions shall not be affected and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the particular provision held to be void or unenforceable.
5. **LEGAL EXPENSES:** If there is a dispute or legal action concerning the subject matter of this Agreement, and if in that action Plexis prevails, it shall be entitled to recover its reasonable attorney's fees and other litigation or dispute resolution expenses, such as those for discovery proceedings, and employee expenses arising from pursuit of such legal action. If Plexis prevails only in part, then it shall be entitled to recover that part of its litigation or dispute resolution expenses relating to the matters on which Plexis prevailed.
6. **ARBITRATION:** Any controversy, dispute, or question arising out of, in connection with, or in relation to this Agreement or its interpretation, performance, or non-performance, or any breach thereof or may, at the option of either party be determined by arbitration in accordance with the rules of the American Arbitration Association. The costs and expenses of such arbitration, including the compensation of the arbitrators and the stenographer employed by them, shall be paid by the party choosing arbitration. The decision of the arbitrator shall be final and binding upon the parties hereto and may be entered as a final decree of judgment in any court of competent jurisdiction. After making of the award, which may include an award of damages, by the arbitrator as herein provided, either of the parties to this Agreement shall have the right to commence an action in any court of competent jurisdiction to enforce the award rendered hereunder.
7. **DATE OF AGREEMENT:** This Agreement shall be effective on the last date of signing by the parties.
8. **AMENDMENT:** This Agreement may only be amended by a writing which is executed by all parties hereto.
9. **COMMERCIAL PURPOSE:** CUSTOMER acknowledges that it is entering into this Agreement for a commercial purpose, and that this is not a consumer transaction.
10. **NO JOINT VENTURE:** Nothing contained in this Agreement shall be construed to imply that a joint venture, partnership or agency relationship is created by and between the parties hereto.
11. **DOCUMENTS CONSTRUED TOGETHER:** This Sales Agreement, the Software License Addendum, and the Software Support Addendum shall be construed together as one document.

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13. WARRANTY DISCLAIMER: THE PRODUCTS, INCLUDING THE LICENSED SOFTWARE, AND ALL SERVICES PROVIDED BY PLEXIS HEREUNDER, ARE PROVIDED TO CUSTOMER "AS IS," WITHOUT WARRANTY OF ANY KIND, AND PLEXIS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF NONINFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ANY OTHER WARRANTIES ARISING BY LAW, STATUTE, USAGE OF TRADE, COURSE OF DEALING OR OTHERWISE.

ARTICLE 3

Compliance with the Law

3.1 Plexis shall administer the software and provide all the products and services to be performed under this Agreement in complete compliance with all applicable Federal, State and local laws, ordinances, rules and regulations.

ARTICLE 4

Independent Contractor

4.1 It is expressly understood and agreed that Plexis is an independent contractor. The employees and agents of Plexis shall in no way be deemed to be and shall not hold themselves out as the employees, servants or agents of the Customer. Plexis's employees and agents shall not be entitled to any fringe benefits of the Customer such as, but not limited to, health and accident insurance, life insurance, paid vacation leave, paid sick leave or longevity. Plexis shall be responsible for the withholding and payment of all applicable taxes, including, but not limited to, income, social security taxes to the proper Federal, state and local governments.

ARTICLE 5

Modifications, Amendment or Waivers of Provisions of the Agreement

5.1 All modifications, amendments or waivers of any provision of this Agreement may be made only by the written mutual consent of the parties hereto.

ARTICLE 6

Completeness of Agreement

6.1 This Agreement, and any additional or supplementary documents incorporated herein by specific reference, contain all the terms and conditions agreed upon by the parties hereto, and no other agreements, documents, or discussions, oral or otherwise, regarding the subject matter of this Agreement or any part thereof shall have any validity or bind any of the parties hereto.

IN WITNESS WHEREOF, the parties hereto have fully executed this Sales Agreement on the day and year indicated below.

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By: Steven L. Ostermeier
Name: Steven L. Ostermeier
Title: President
Date: May 21, 2001
Address: 355 S Washington Street #204
Danville, IN 46122-1759

By: _____
Name: _____
Title: _____
Date: _____
Address: _____

By: _____
Name: _____
Title: _____
Date: _____
Address: _____

Plexis Group, L.L.C.

By: Thomas C. Longest
Name: Thomas C. Longest
Title: President
Date: April 16, 2001

SOFTWARE SUPPORT ADDENDUM

attached to and made a part of the Sales Agreement dated 4/16/01.

THIS SOFTWARE SUPPORT ADDENDUM ("Addendum") is incorporated into and made part of that certain SALES AGREEMENT entered into on 4/16/01 by and between Plexis Group, L.L.C. and ("Plexis") and County of Hendricks, Indiana ("Customer").

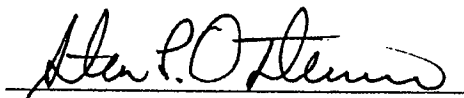
Plexis hereby agrees to provide, and Customer hereby agrees to obtain services as set forth herein.

The cost of these services shall be as outlined within this Addendum and in the Sales Agreement.

This Addendum shall remain in effect from the date of installation of the Licensed Software to three years from said date. Either party may terminate this Addendum, with or without cause, upon thirty (30) days prior written notice to the other party. Unless this Addendum is terminated prior to expiration of the term, this Addendum shall be automatically renewed for additional twelve month period unless one party gives to the other notice of its intention to terminate at least thirty days prior to the expiration of the term hereof or of any renewal period, provided Customer has not materially breached the provisions of this Addendum and the renewal(s) shall be under such terms, conditions and price changes as Plexis in its sole discretion shall specify in writing to the Customer prior to the expiration of the term hereof or of any renewal period, and in the absence of any written specification, the renewal(s) shall be upon the same terms and conditions as set forth in the Addendum.

Commissioners:

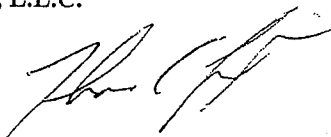
Plexis Group, L.L.C.



Steven L. Ostermeier

President

Hendricks County Board of
Commissioners



By: Thomas C. Longest

Title President

Date April 16, 2001

TERMS AND CONDITIONS

A. DEFINITIONS:

1. "Licensed Software" refers to each of the computer products identified in Section 1.1 of the Sales Agreement and licensed to Customer under the Software Sublicense Addendum to the Sales Agreement, including the intangible information comprising the products and, as the context requires, every copy of the information. Additions, corrections, updates, and enhancements of Licensed Software also fall within the definition of Licensed Software.
2. "Error" is any failure of the Licensed Software to conform in all material respects to the functional specifications of the Licensed Software. However, any non-conformity resulting from Customer's misuse or improper use of the Licensed Software or combining or merging the Licensed Software with any hardware or Licensed Software not supplied by Plexis, or not authorized to be so combined or merged by Plexis, shall not be considered an Error.
3. "Error Correction" is either a Licensed Software modification, or addition that, when made or added to the Licensed Software, establishes material conformity of the Licensed Software to the functional specifications, or a procedure or routine that, when observed in the regular operation of the Licensed Software, eliminates the practical adverse effect on Customer of such nonconformity.
4. "Enhancement" refers to any modification or addition that, when made or added to the Licensed Software, materially changes its utility, efficiency, functional capability, or application, but that does not constitute solely an Error Correction. Enhancements may be designated by Plexis as minor or major, depending on Plexis's assessment of their value and of the function added to the preexisting Licensed Software.
5. "Updates" means new commercially available versions of the Licensed Software, which new versions may include both Error Corrections and Enhancements.
6. "Normal Working Hours" are the hours between 8:00 a.m. and 5:00 p.m., Indiana Time, Monday through Thursday and 8:00 a.m. to 12:00 p.m., Indiana time, Friday, excluding regularly scheduled holidays of Plexis.

B. SERVICES: In accordance with the terms and conditions of this Addendum and the Sales Agreement, Plexis will provide to Customer the services set forth on Exhibit A attached hereto for the Licensed Software ("Support Services") subject to prompt full payment by Customer of all fees due hereunder and under the Sales Agreement. It is explicitly understood and agreed by the parties that this Addendum does not require Plexis to perform any services or to replace or provide any products as a result of the following:

1. Customer failure to carry out its responsibilities as provided in Section C below;
2. Malfunctions caused by the deliberate or negligent acts of persons other than Plexis;
3. Inadequate on-site facilities or the failure of equipment or systems, including, without limitation, equipment furnished by the telephone company, the power company, or by any other vendors of utilities, equipment or software; or
4. Any customizations or modifications to the Licensed Software made by Customer or any third party without Plexis's authorization.

C. CUSTOMER RESPONSIBILITIES: In order to facilitate the above services, a modem and communication software as specified by Plexis must be installed at Customer offices to allow for remote support of the software from our office over standard, voice-grade phone lines.

1. Customer shall direct all support calls to Plexis during Normal Working Hours. Before placing a call, Customer shall have the following information ready:

- Customer ID Code: _____
- Product or software description
- Nature of problem
- Name and telephone number for call back

2. Customer shall provide access to the Licensed Software and Customer's premises as necessary to enable Plexis to perform the Support Services, including but not limited to remote dial-in access to Customer's network for the purpose of troubleshooting and performing diagnostics. Customer agrees to give Plexis sufficient working space and time and access to the computer system during Normal Business Hours so that Plexis may install and maintain the Licensed Software and train Customer personnel.

3. Customer shall provide Plexis fee of charge all information and other services, including, but not limited to computer runs, amps; reports, printouts, logs, data preparation, office accommodation, data entry, and photocopying, as necessary for Plexis to perform the Support Services.

4. Customer shall install and maintain, at Customer's expense, for the duration of this Addendum, telecommunications facilities and dial-in access to the Licensed Software for Plexis's use as required for Plexis to perform the Support Services.

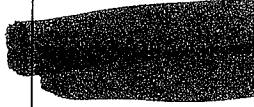
5. Customer shall be responsible for protecting its system from risk of loss, damage or destruction. In the event of such loss, damage or destruction, the item of the system so lost, damaged or destroyed may be replaced at the expense of Customer. Customer shall maintain a complete backup of all of its data at all times.

6. Customer shall report any Errors to Plexis promptly and shall make reasonable efforts to assist Plexis in identifying, isolating, and duplicating any such Error.

7. Customer shall install each Error Correction, Enhancement, and Upgrade on a timely basis.

D. PAYMENT TERMS: After satisfaction of initial payment, Plexis will invoice Customer monthly. Additionally, standard charges, plus all additional fees and charges accrued, and all reimbursable expenses incurred, shall be invoiced to Customer at the time services are rendered. If the Customer fails to pay any charges when due and payable, Customer agrees that Plexis shall have the right to voice and Customer will pay all costs, including reasonable attorney fees expended in collecting overdue charges and a late payment charge of 1.5% per month but not in excess of the lawful maximum on the unpaid balance.

EXHIBIT A
LICENSED SOFTWARE SUPPORT SERVICES

DESCRIPTION	Renewal Annual Support Fee
LICENSED SOFTWARE PRODUCT DESCRIPTION ecama™ Property Tax Assessment Licensed Software	# LICENSED USERS Fourteen (14) user license
STANDARD SUPPORT SERVICES During the Addendum term, Plexis shall provide the following services in support of the Licensed Software, during Normal Working Hours, for the standard annual support fee, plus any additional charges incurred as defined in this Addendum. Plexis shall maintain a telephone, modem support and Email center during Normal Working Hours that allows Customer to report system problems with and seek assistance in use of the Licensed Software. Plexis shall maintain a trained staff capable of rendering the services set forth in this Addendum. Plexis shall provide Customer with one copy of each Error Correction, Update, and Enhancement as they are made generally available from time to time by Plexis or the vendor of the Licensed Software. Plexis shall provide product updates in a user installable format with documented operational instructions. NOTE: In order to facilitate the above services, a modem and communication software as specified by Plexis <u>must</u> be installed at Customer offices to allow for remote support of the Licensed Software from our office over standard, voice-grade phone lines.	Property Tax Licensed Software ecama™  <i>Remained the same until sale</i>

HOURLY SUPPORT SERVICES

Programming services resulting from customer requests for modifications to existing Licensed Software, or programming required as a result of Customer not installing Licensed Software upgrades provided by Plexis on a timely basis will be charged time per the current Time and Expenses Schedule listed below. On-site assistance requested by Customer to install and operate new updates shall be billable at the rates specified below. Remote assistance requested by Customer to install upgrade distributed prior to the most recent, shall be billable at the rates specified below.

If Plexis is required to respond to Customer requests for support outside of Normal Working Hours, Customer will be charged per the Current Time and Expenses Schedule listed below.

In the event Plexis is requested by the Customer to provide remote support services outside the scope of normal support of the Licensed Software applications covered herein (i.e. NOS or technical hardware support, data correction resulting from user error, customer training outside normal support, ongoing support of "custom modifications").

On-site time resulting from customer not providing adequate communications as outlined above, regardless of the nature of the problem, will be charged per the current Time and Expenses Schedule listed below.

Plexis may, from time to time, offer major product enhancements to its customers generally for an additional charge. Plexis shall allow Customer to purchase or license each Enhancement for a percent off the retail list price.

Plexis shall consider and evaluate the development of Enhancements for the specific use of Customer and shall respond to Customer's requests for additional services pertaining to the Licensed Software, provided that such assistance, if agreed to be provided, shall be subject to the standard Time and Expenses Schedule.

Plexis will provide certain data conversion services to Customer as mutually agreed by Plexis and Customer, and all such services shall be billed at the rates specified below.

Charges:

As per time and expense schedule described below:

Hourly Support Service Rate Schedule

On-Site Application, Training and/or Support
Remote Application Training (TeleTraining)

\$ 120.00/hr

\$ 90.00/hr

Programming Services
Commute Time (portal to portal)

\$ 150.00/hr

\$ 120.00/hr

Out-of-pocket reimbursable expenses will be invoiced at cost.
(lodging, auto rental, overnight meals, etc.)

EXHIBIT A-1
to Software Sublicense Addendum
to Sales Agreement dated 4/16/01

Pontem ecama™ Application Software License

Pontem Software as referenced herein is a proprietary application software product of Resource Information Associates, Inc. (RIA) provided to Customer by an authorized software reseller of RIA.

1. DEFINITIONS

- 1.1 "SOFTWARE" means the Pontem computer software provided to Customer by ASR, together with all related software documentation, all subsequent documentation, improvements, and updates, in whatever medium. (The term "software documentation" includes without limitation all user's manuals, technical manuals, system manuals, and keyboard function strips, however designated, related to any computer software licensed under this agreement.)
- 1.2 "ASR" means Authorized Software Reseller.
- 1.3 "CUSTOMER" means the entity to which SOFTWARE is provided by ASR, as identified in the Sales Agreement between ASR and CUSTOMER.

2. LIMITED WARRANTY AND LIMITATION OF LIABILITY

- 2.1 In view of the complex nature of software, RIA believes that the Software is not without flaws, and CUSTOMER acknowledges this fact. However, RIA stands ready to correct flaws that are uncovered during operation of the Software, as set forth in the following limited warranty. RIA warrants for a period of 90 days from the date the first item of Software is delivered that the Software will perform substantially in the manner specified in the system specifications for the Software, provided the Software is installed, implemented, and operated in accordance with the written instructions of RIA.
- 2.1.1 PROVIDED, HOWEVER, that this warranty shall be null, void, and of no effect unless and until (1) the Software is used solely in conjunction with the computer equipment, operating system, compiler, and interpreter specified in the software documentation, (2) all fees and other charges currently due regarding the Software have been paid in full by CUSTOMER, (3) CUSTOMER advises ASR in writing of any and all claimed nonconformities within ten (10) days of becoming aware of such nonconformities, and (4) ASR or CUSTOMER has installed all corrections and enhancements for the Software issued by RIA.
- 2.1.2 PROVIDED FURTHER that RIA is able to reproduce any claimed nonconformity in the Software on computer equipment at RIA's site.
- 2.1.3 PROVIDED FURTHER that modification of the Software made or added by parties other than RIA shall not be warranted by RIA. Correct operation of the Software with all such modifications removed shall constitute proof that the Software operates in conformity with the warranty.
- 2.1.4 RIA's only obligation or liability with respect to the Software, whether based on contract, tort, or otherwise, shall be to provide to ASR, for redistribution to CUSTOMER, corrections to the Software via written or magnetic media so that the Software will perform substantially as specified in the systems specifications for such Software. CUSTOMER shall look to ASR for redistribution of such corrections. CUSTOMER's rights to receive such corrections from ASR shall be contingent on CUSTOMER satisfying its payment and other obligations to ASR. RIA may issue corrections as amendments to existing releases of the Software or may incorporate the corrections into now releases.

RIA shall have no obligation to provide corrections for releases other than the most current. RIA's only obligation in the event a correction is itself in error is to issue a revised correction. New releases will be substantially compatible with earlier releases.

- 2.1.5 Warranty coverage does not include the cost of media used to transmit corrections, copies of documentation incorporating corrections, installation of corrections, or data conversion work made necessary by corrections.
- 2.1.6 In no event shall RIA be liable for any direct, incidental, indirect, special, or consequential damages of any nature whatsoever.
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